



MEDRAD Multi Vendor Service

MEDRAD[®] MVS offers the *highest value* to medical equipment service decision makers because of our **capabilities, quality** and **customer care**.

Capabilities

Highest repair rates in the industry

Avoid costly exchanges and replacements more often with MEDRAD MVS

- 100% repair rate on *TotalRepair*SM eligible ultrasound probes – guaranteed!
- Over 99% repair rate on MRI coils
- Over 85% repair rate on transesophageal (TEE) probes
- Over 75% repair rate on ultrasound probes
- Full service contracts and PM programs for dry imagers and CR

Broadest range of makes and models serviced

Minimize time spent searching for a provider with a solution

- Capabilities on over 400 models of MRI coils
 - 35 coil patents at MEDRAD
 - Known as a coil OEM with 20+ years of experience
 - All makes and models
 - All field strengths, including 3.0T
 - All designs (linear, quadrature, phased array, multi-channel)
 - All configurations
- Capabilities on over 450 ultrasound probe models
 - Standard or Conventional Probes
 - Transesophageal (TEE) Probes for Echocardiography
- Capabilities on over 20 dry imager models, and over 9 CR models with networking support
- New makes and models added every day

Global reach and sustainability

We have the capability to serve your needs now and in the future

- Three MVS facilities with a total of 59,000 sq ft of state-of-the-art repair space
 - Pittsburgh, PA – MVS Headquarters - Over 50 dedicated repair personnel
 - Tulsa, OK – Partner Facility - Over 50 dedicated repair personnel
 - Maastricht, Netherlands – MVS Europe Regional Headquarters
- Innovating new techniques to extend your budget and the life of your equipment

Quality

Premium quality solutions you can trust

You can be confident the MVS solution will exceed expectations- every time!

- ISO 13485:2003 Certified Repair Processes at all three facilities
 - Service performed under the same stringent guidelines as originally manufactured
- MVS Gold Standard Testing Processes
 - Proprietary testing methods ensure functionality that conforms to OEM specifications
- Only OEM replacement or OEM equivalent parts and materials are used
- 90-day warranty on all repairs

From one of the most recognized leaders in imaging

MVS prides itself on bringing MEDRAD's world-famous quality to the third party repair market

- National Quality Award recipient
- Industry Week Best Plant Award 2007
 - Demonstrates world-class practices and improvement strategies
- Association for Manufacturing Excellence (AME) Manufacturing Excellence and Continuous Improvement Award 2008

Customer Care

Dedicated sales and customer care teams

No service partner stands behind you like MEDRAD MVS

- 12 MVS Field-Based Service Sales specialists
- 19 MVS Customer Care and National Account specialists
- 10 Field-Based Imaging Services engineers

Supported by over 200 MEDRAD sales, service and clinical support personnel

- 116 Field Service, 66 Sales, 42 Clinical Support

Quick response and timely resolutions

Our experienced team gets you an answer fast with real-time access to our technical experts

Round the clock coverage provides contact with a live person when you need it most

- 8 a.m. to 6 p.m. (EST/EDT) full staff support in US and Canada
 - 800-MEDRAD-1 x5100
 - For DR Imager or Computed Radiography call 800-MEDRAD-S
 - mvscustomer@medrad.com
 - 24/7 accessibility
- 8:30 to 17:00 full staff support in Europe (CET)
 - Europe (except Germany, Italy, UK) 0031 43 3585698
 - Germany: 0800-1811404, Italy: 800 872187, UK: 0808-2344370
 - mvseurope@medrad.com

Comprehensive loaner inventory

We get you back up and running fast with a complimentary loaner

- Industry-leading \$7 million investment in top-quality loaner inventory to get you up and running next day